

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

## PART I - Position Description

|                                                                                     |                                                                             |                                    |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|------------------------------------|
| 1. Agency Name<br>Department for Children and Families                              | 9. Position Number<br>K0076760                                              | 10. Budget Program Number<br>23611 |
| 2. Employee Name (leave blank if position vacant)                                   | 11. Present Class Title (if existing position)<br>Administrative Specialist |                                    |
| 3. Division<br>Kansas City Region                                                   | 12. Proposed Class Title                                                    |                                    |
| 4. Section<br>Prevention & Protection Services                                      | 13. Allocation                                                              |                                    |
| 5. Unit<br>Eligibility and Payment Unit                                             | 14 (a). Effective Date                                                      | 14 (b). FLSA Code                  |
| 6. Location (address where employee works)<br>City Overland Park County Johnson     | 15. By Approved                                                             |                                    |
| 7. (Circle appropriate time)<br>Full Time x Perm Inter<br>Part Time Temp %          | 16. Audit<br>Date: By:<br>Date: By:                                         |                                    |
| 8. Regular Hours (circle appropriate time)<br>From: 8:00 AM/PM AM To: 5:00 AM/PM PM | 17. Position Reviews<br>Date: By:                                           |                                    |

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position is part of a service delivery team responsible to provide quality customer service while performing a variety of tasks to analyze customer information, determine eligibility for DCF services and Federal or State funding, authorize the disbursement of funds for clients, manage and maintain an assigned case load consisting of multiple programs, and disseminate and interpret program information. The employee will contact providers, public and private agencies, contractors, and financial agencies, to determine location, income and resources of applicants/absent parents. This also involves social security payments for children and payee issues, setting up administrative reviews for children in custody, WARDS accounts, FACTS, CSS referrals and adoption support.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

|                                                                                        |                                                  |                                     |
|----------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------|
| <b>Name:</b><br>Tony Scott                                                             | <b>Title:</b><br>Public Service Administrator II | <b>Position Number:</b><br>K0163122 |
| Who evaluates the work of an incumbent in this position.<br><b>Name:</b><br>Tony Scott | <b>Title:</b><br>Public Service Administrator II | <b>Position Number:</b><br>K0163122 |

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

This employee is provided with specific assignments and participates with team members in performing tasks to carry out service delivery. Many assigned tasks will be carried out independently and require judgment, resourcefulness, analytical, organizational skills and the ability to manage a varied workload and case load. Foster Care, Adoption Support and Payment Eligibility manuals are used for regulations. Supervision and consultation are available from supervisor and other team members. Responsible for getting the work done with accountability to agency management. Must be able to research and analyze special work request(s) to make proper determinations. Consequences of actions or decisions at this level are significant and will cause a loss of Federal Funding if not completed with a high degree of accuracy. Work is reviewed randomly by state reviewers and supervisor.

d) Which statement best describes the result of error in action or decision of this employee.

- ( ) Minimal property damage, minor injury, minor disruption of the work flow.  
( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.  
( x ) Major program failure, major property loss, or serious injury of incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position.

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|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  | <p>The required tasks will be reviewed regularly by the supervisor. Work is reviewed by conferences, samples of work and feedback from other employees.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public. All of the tasks will be expected to be accomplished in a responsible manner and attitude with productive use of time. Cooperativeness,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><u>No.</u>, <u>%</u> <u>E</u> OR <u>M</u></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1. 30% E                                         | <p><b>ELIGIBILITY DETERMINATION.</b></p> <ul style="list-style-type: none"> <li>• Accurately and timely determines and re-determines eligibility for one or more federal and state means tested programs through analyzing, interpreting, and applying numerous complex policies and regulations to the situation. Implements federal (IV-E) or State (GA) funding for foster care, JJA, adoption and family services. Assess and verifies information obtained from family and other sources.</li> <li>• Investigates customer's circumstances through the use of available computer information systems, research of records provided by customers, and community sources to gain adequate information to make eligibility decisions.</li> <li>• Utilizes fundamental accounting principles and general understanding of legal terminology and principles to analyze, quantify and apply policy.</li> <li>• Obtains appropriate information and documentation using the application, collateral interviews, phone contacts, internal and external collateral contacts or written verifications. Completes all required documentation to open, review, update, transfer and close foster and family cases on all systems (KANPAY, KAECSSES, MMIS, and FACTS)</li> <li>• Determines IV-E eligibility for children participating in and/or receiving social services.</li> <li>• Authorizes services in accordance with case plans and notifies social worker of client eligibility and changes in same, consults with social worker and supervisor if needed.</li> </ul> |
| 2. 30% E                                         | <p><b>CASELOAD/WORKLOAD MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Conducts and completes case reviews. Reviews all client service agreements for accuracy and spending limits/conditions.</li> <li>• Organizes and manages caseload/workload using computer and manual information systems, alerts, system data, and reports. Plans, implements and updates time management strategies to ensure the quality, quantity, and timely completion of job duties.</li> <li>• Receives information from the customers, other agency staff, stakeholders, courts, and other sources and shares information with a variety of stakeholders, professional staff, public and private agencies, service providers, contractors, courts, employers, businesses, attorneys, financial agencies, to update and re-determine correct eligibility.</li> <li>• Takes action on cases as needed when new information is discovered/reported.</li> <li>• Collaborates with other agency staff in the investigation and determination and collection of overpayment or resolution of under-payments of customer benefits.</li> <li>• Coordinates and resolves issues related to KAECSSES, WARDS, FACTS, MMIS, FARMS, SOCIAL SECURITY, COBRA/ICPC, IRS, CSE.</li> </ul>                                                                                                                                                                                                                                                                                                     |
| 3. 20% E                                         | <p><b>SUPPORT SERVICES AUTHORIZATION</b></p> <ul style="list-style-type: none"> <li>• Authorizes support service payments to customers and providers following established procedures for agency data and payment systems such as KSCARES, IMPREST, or VENDOR PAYMENT SYSTEMS.</li> <li>• Authorizes child care plans to deliver timely and accurately child care subsidy service.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. 10% E | <ul style="list-style-type: none"> <li>Reviews payment accuracy and timeliness using established guidelines.</li> <li>Determines disbursement, conservation and monitoring of benefits received by DCF custody youth, including establishment of WARDS accounts.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|          | <b>COMMUNICATIONS/DOCUMENTATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|          | <ul style="list-style-type: none"> <li>Answers inquiries from agency staff, contracting agencies, community agencies based on information in the computer system and the paper file. Provides information in a timely and courteous manner.</li> <li>Documents contacts, activities, and all case specific information in a timely, clear and factual manner on required forms, in electronic systems, and in all correspondence according to program format requirements in order to provide verification, evaluate quality of work completed and to justify case action .</li> <li>Maintains clear and timely records of eligibility for programs by CFS. Maintains IV-E JJA database. Inputs FACTS information into the system and generates a FACTS face sheet.</li> <li>Uses excellent writing skills while always maintaining appropriate confidentiality.</li> <li>Generates information and provides technical assistance related to foster care cases. Functions as a liaison between Social Services and CSE for referral process.</li> </ul> |
| 5. 10% E | <b>POLICY AWARENESS/IMPLEMENTATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|          | <ul style="list-style-type: none"> <li>Receives, interprets, understands and operationalizes program, Area, Federal and State policies and procedures.</li> <li>Maintains reference manuals and all resources material and attends all training to enhance knowledge and skills.</li> <li>Completes all other duties as assigned.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

If assignments are not carried out in an timely and accurate manner, the work of the team will be impeded, payments will not be made in a timely manner, and Family Services, Adult Services, Foster Care, Independent Living and Adoption Support cases could be opened under a wrong program, which could affect Allocation Expenditures. Inaccurate eligibility determination and redetermination may result in the wrong eligibility determination for receipt of federal funds. All of the above may cause the agency to be out of compliance with requirements of law or procedures.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

(     ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.

(     ) Plans, staffs, evaluates, and directs work of employees of a work unit.

(     ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

| Class Title | Position/KIPPS Number |
|-------------|-----------------------|
| N/A         |                       |

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

The employee will have daily contact with unit members. Will have frequent contact with providers, federal agencies, state agencies, facilities, social workers and/or any other collateral's to the case.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Stress related to interaction with staff and providers in providing services to children and families under stress. Requires flexibility in work schedules.

This position will require some traveling in the Kansas City Region.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily use of general office equipment/telephone

Mainframe computer and personal computer, using KAECSSES, MMIS, Windows, FACTS, EATSS, FARMS, SMART, Microsoft products such as Word, Excel, and Outlook, and various other computer systems as needed.

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**PART III - Education, Experience and Physical Requirements Information**

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Two years of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

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28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

N/A`

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

N/A

C. List preferred education or experience that may be used to screen applicants.

High School Diploma equivalent of a GED required. Education or experience with multiple software or computer systems. Microsoft Office software experience including Outlook, Excel, and Word. DCF computer system (KAECSES/FACTS) experience Caseload management experience. Experience in extracting details and analyzing complex information. Experience of reviewing or reading for accuracy, completeness, and documentation. IV-E knowledge. Knowledge of Social Security benefits. Clerical knowledge and experience working in an office. Knowledge or experience working with other DCF programs including Child Support Enforcement (CSE) and Economic and Employment Support (EES) and FACTS. Education may be substituted for experience as determined relevant by the agency.

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work requires light physical exertion. The employee may be required to perform handling activities with lightweight or easily moved items (e.g. books, file folders, boxes of office supplies, etc.); perform moving activities for brief periods; operate light equipment; perform repetitive motions for brief periods; confined to a work area.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure safety of employees and customers, Kansas City Region staff and vendors are expected to display their access badges when at the work site, and to comply with approved safety policies and procedures posted on the regional web page.

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**PART IV - Signatures**

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Signature of Employee

Date

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Signature of Personnel Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or Appointing  
Authority

Date